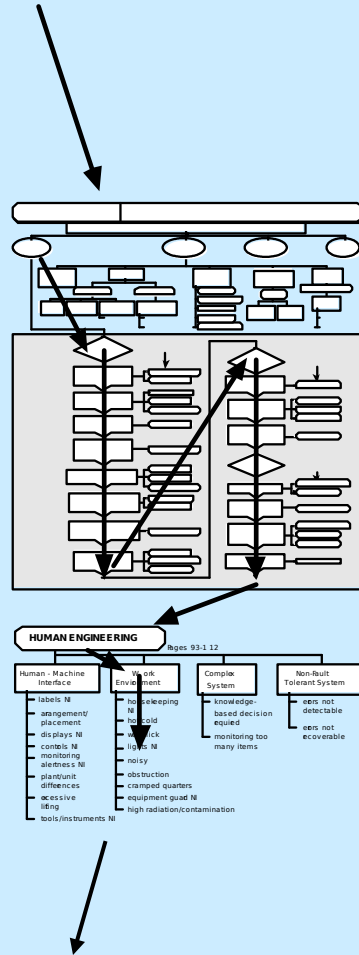


# TapRoot

®

Changing the Way the World Solves Problems

TapRoot® Presentation



SMARTER Corrective Actions

# Root Cause Definition

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The most ***basic*** cause (or causes) that can ***reasonably*** be identified that management has control to ***fix*** and, when fixed, will prevent (or significantly reduce the likelihood or consequences of) the problem's recurrence.

# Fixing Root Causes to Improve Performance

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- Problems alert us to the need for improvement.
- We could try to "change anything/everything" but it's more effective to pinpoint fixes.
- For most problems we can identify changes that will enhance performance and eliminate the problem.
- You need a reliable, systematic process to find fixable root causes.

# Choosing the Right ~~Investigation Program~~

- Must satisfy **JCAHO requirements**
- Must identify true, fixable root causes **consistently**
- Must be **credible** with the work force and encourage their **active participation** in the investigation and review process
- Must not **overextend** our ability to investigate and follow-up on incidents
- Must allow collection, comparison, and measurement of root causes to provide **meaningful trends**
- Must have consistency of results to facilitate the **sharing** throughout organization of lessons learned to prevent recurrence

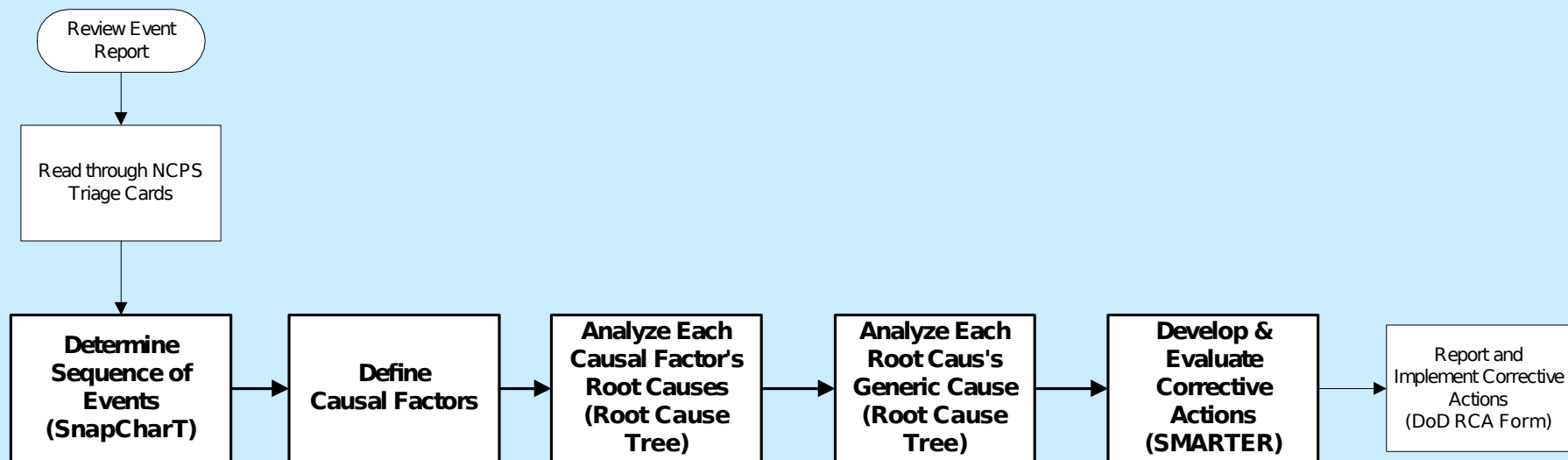
# TapRoot®

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- **Use technique called SnapCharT®**
  - To understand what happened and how it happened.
- **Use TapRoot® Root Cause Tree®**
  - To use systematic process to find each problem's root causes.
- **SMARTER Corrective Actions and Corrective Actions Helper®**
  - To develop effective fixes

# Diagram of TapRootT<sup>®</sup> Process

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# SnapCharT®

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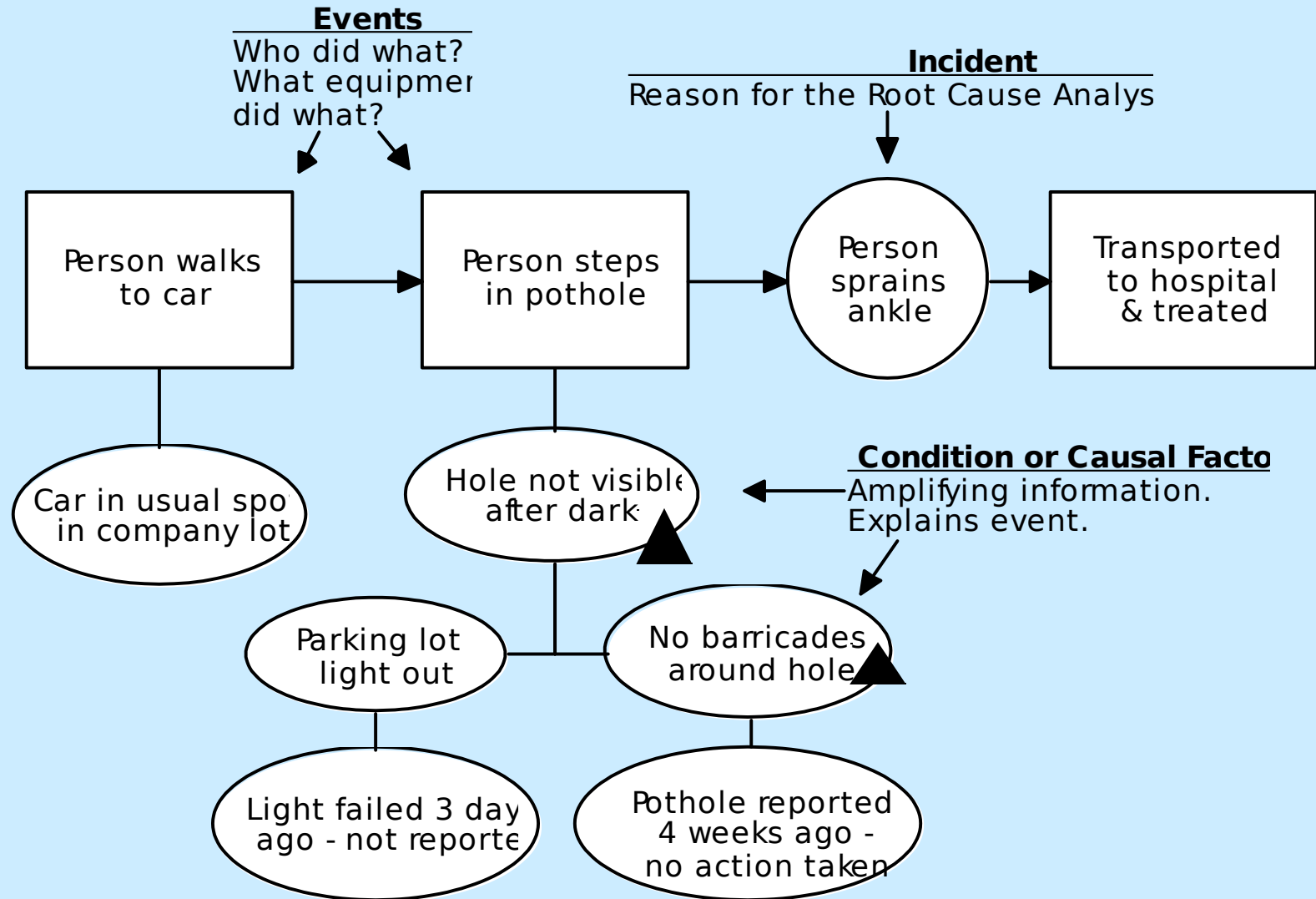
***“Condemnation without investigation is the height of ignorance.”***

Albert Einstein

SnapCharT® Allows You To:

- Have a thorough Understanding of “What Happened”
- Spot missing or conflicting information
- Keep focused on the incident (maintain objectivity)

# SnapCharT® Simple Example





# TapRooT® Root Cause Tree ®

***Chance is a word without sense; nothing can exist without cause.***

Voltaire

TapRooT® Root Cause Tree ® Allows You To:

- Determine why people make mistakes
- Determine why equipment fails
- Understand the system causes behind incidents

# **TapRootT<sup>®</sup> Root Cause Tree<sup>®</sup>**

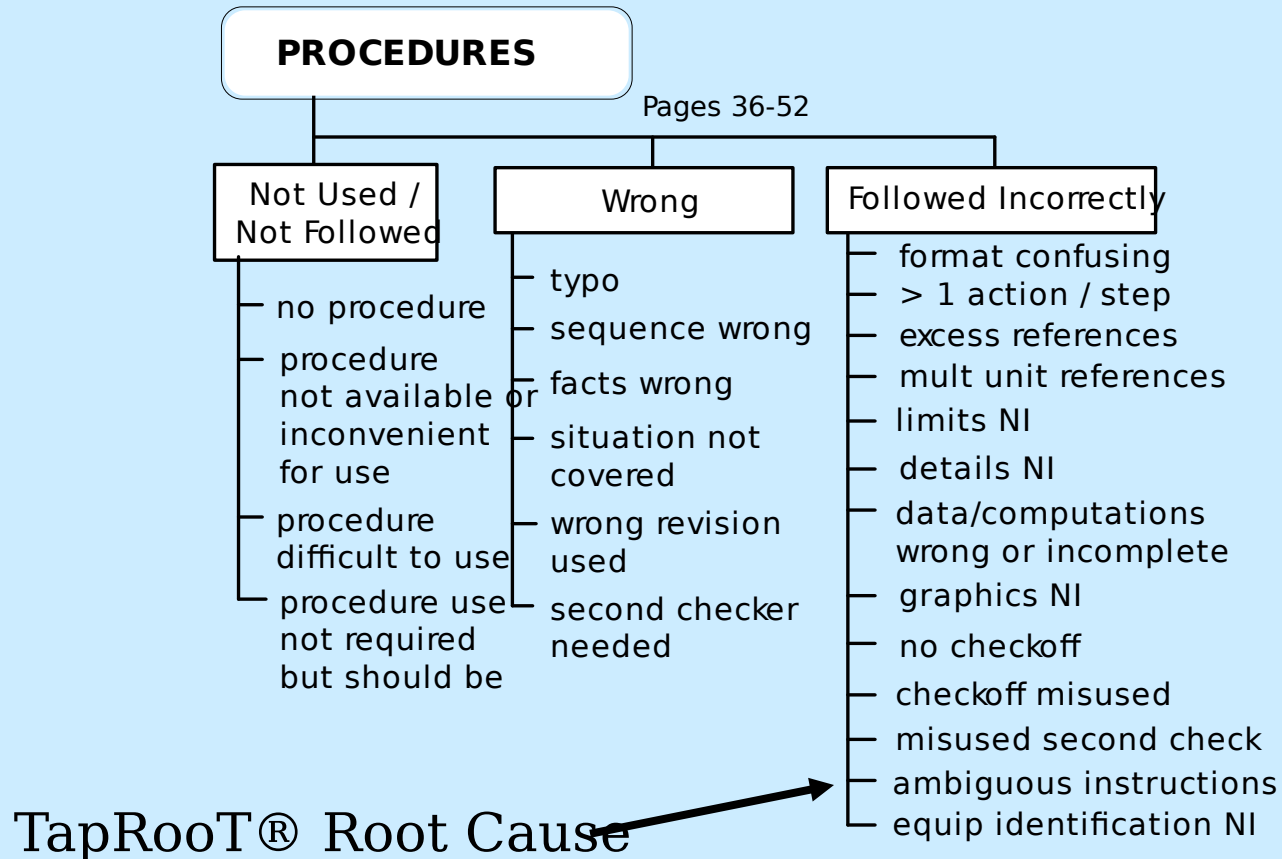
- 15 questions to help team isolate causes for human performance problems AND
- A “Tree” of incident causes

Used to:

- Systematically guide team to the root causes of human performance & equipment problems
- Focus on finding fixable causes rather than on placing blame
- Provide common language for discussions & trending

# TapRootT® Root Cause Example

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# **TapRootT<sup>®</sup> Generic Cause**

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- A systems issue/problem that allows a root cause to exist
- Fixing the generic cause eliminates whole classes of specific root causes

## Develop SnapChart®

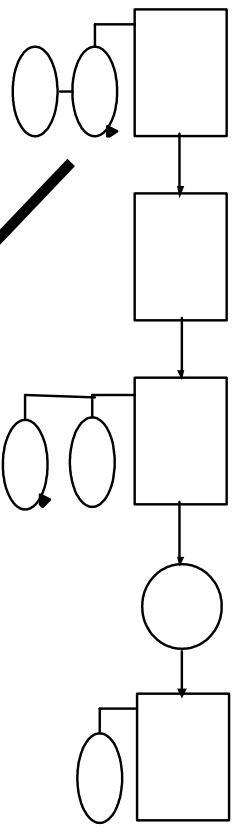
### Get Started

- Determine what you are investigating

### Define sequence of events

- Identify missing or needed information
- Investigate further to find missing information

### Define causal factors



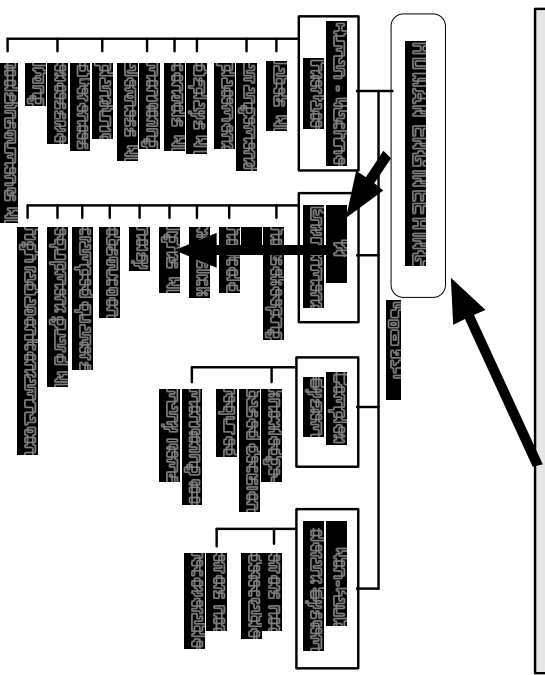
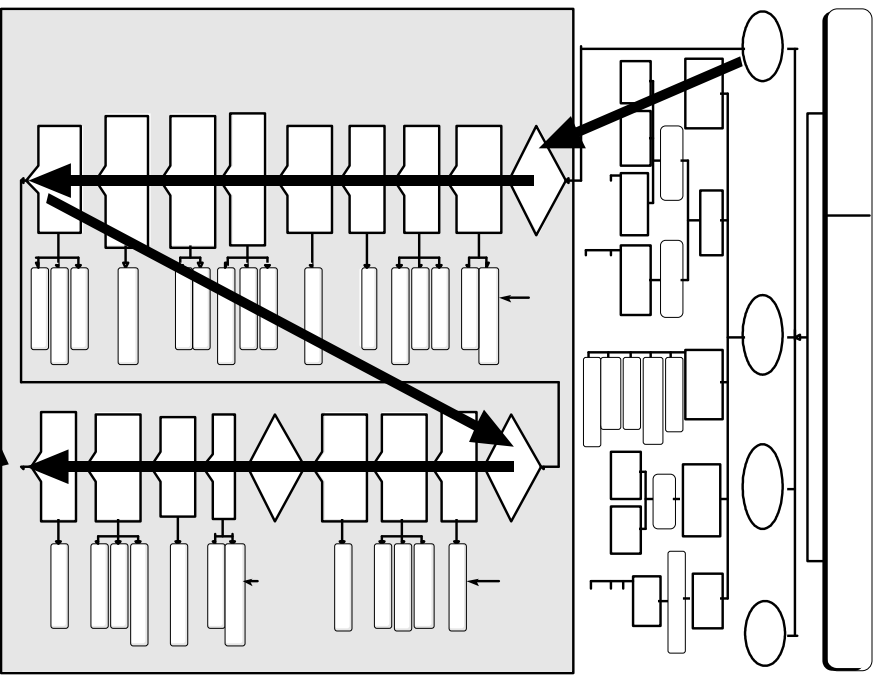
## Root Cause Analysis

### Analyze each Causal Factor's Root

#### Causes

- Analyze one Causal Factor at a time
- Begin at the top of the Tree and work through the questions to determine what Basic Cause Categories apply
- Examine **all** of the Basic Cause Categories that apply to determine what root causes apply

Use the *TapRoot® Root Cause Tree® Dictionary* for definitions to all of the questions and root causes on the Root Cause Tree®

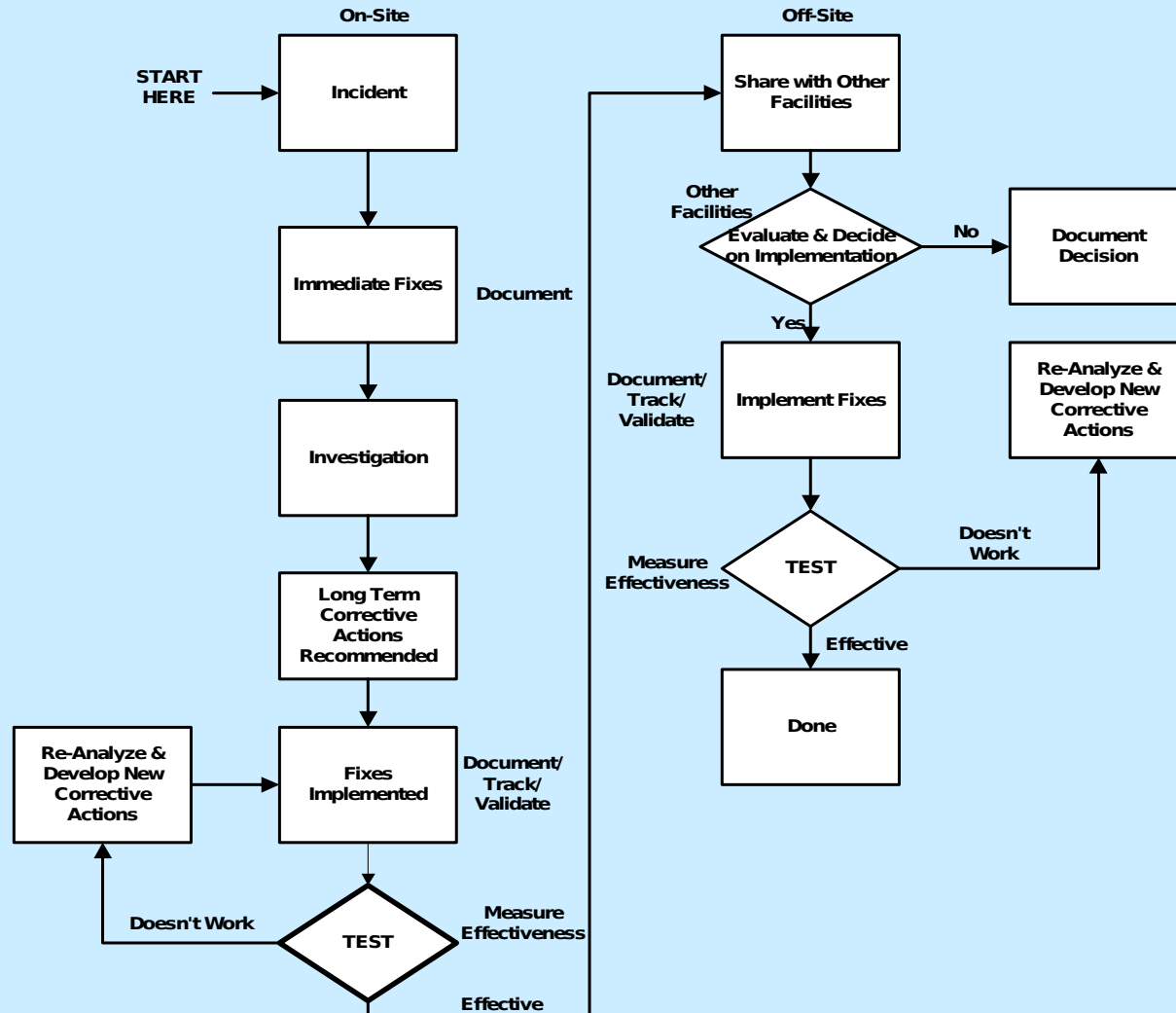


# Corrective Actions

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- **S** pecific
- **M** easurable
- **A** ccountable person
- **R** easonable
- **T** imely
- **E** ffectiveness review
- **R** eview for unintended consequences

# Corrective Action Implementation



# QUESTIONS?

